



Job Posting

1	<div><div>Applications accepted from:</div><div>ALL PERSONS INTERESTED</div></div>
2	<div><div>Job Classification</div><div>Senior IS/IT Help Desk Coordinator</div></div>
3	<div><div>Posting Number</div><div>PN #108984</div></div>
4	<div><div>Department</div><div>INFORMATION TECHNOLOGY</div></div>
5	<div><div>Division</div><div>Client Services</div></div>
6	<div><div>Section</div><div>Helpdesk</div></div>
7	<div><div>Reporting Location</div><div>611 Walker 9th Floor</div></div>
8	<div><div>Workdays & Hours</div><div>Shift work +</div></div> <div>*Subject to change</div>
9	<div><div><u>DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS</u></div><div>Provides support for moderately complex problem resolution involving mainframe applications, systems software, local area network (LAN) connections, computer hardware (i.e. network servers, printers, terminals, and modems), and computer software packages (i.e. word processing, spreadsheets, electronic mail, and calendar applications).</div></div>
10	<div><div><u>WORKING CONDITIONS</u></div><div>This position occasionally requires stooping or bending. Occasional very light lifting, such as three or fours reams of papers or books may be required.</div></div>
11	<div><div><u>MINIMUM EDUCATIONAL REQUIREMENTS</u></div><div>Requires an Associate's degree in Computer Science, Information Science, Electronic Technology or a closely related field.</div></div>
12	<div><div><u>MINIMUM EXPERIENCE REQUIREMENTS</u></div><div>One year of experience in troubleshooting and diagnosing computer malfunctions in a mainframe and/or microcomputer environment are required.</div><div>Two years of experience requiring troubleshooting and diagnosing of computer malfunctions in a mainframe and/or microcomputer environment may be substituted for the degree requirement.</div></div>
13	<div><div><u>MINIMUM LICENSE REQUIREMENTS</u></div><div>None</div></div>
14	<div><div><u>PREFERENCES</u></div><div>Preference will be given to those applicants with Helpdesk experience, and familiarity with current Citywide applications and technical services.</div></div>
15	<div><div><u>SELECTION/SKILLS TESTS REQUIRED</u></div><div>None</div></div>
16	<div><div><u>SAFETY IMPACT POSITION</u></div><div>v <input checked="" type="checkbox"/> Yes o No</div><div>If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.</div></div>
17	<div><div><u>SALARY INFORMATION</u></div><div>Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is:</div><div><div><u>Salary Range - Pay Grade 14</u></div><div>\$861 - \$1,559 Bi-weekly \$22,386.00 - \$40,534.00 Annually</div></div></div>
18	<div><div><u>OPENING DATE</u></div><div>March 1, 2006</div></div>
19	<div><div><u>CLOSING DATE</u></div><div>March 7, 2006</div></div>
20	<div><div><u>APPLICATION PROCEDURES</u></div><div>Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1st floor. Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (713) 221-0225. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.</div><div>An equal opportunity employer</div></div>